Quality of internet services

954. SHRI SATISH PRADHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the quality of internet services being provided by BSNL, MTNL, VSNL are not meeting TRAI's quality norms;

(b) if so, the reasons therefor; and

(c) the steps taken or proposed to be taken for improvement in the quality of internet services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) and (b) As per Telecom Regulatory Authority of India (TRAI) Act, 1997, as amended by TRAI (amendment) Act, 2000, TRAI is mandated to lay down standard of quality of service to be provided by the service providers. TRAI has also to ensure quality of service and conduct periodical survey of such service provided by the service providers so as to protect interest of consumers of telecommunications service. Accordingly, an on-line survey has been conducted by TRAI to find the customer perception of the quality of internet services. The survey was conducted from 8th may to 7th June, 2003. Based on the response of the on-line survey, certain tentative conclusions have been arrived at by TRAI taking into account parameters such as frequency of disconnection, expectation of minimum speed, user satisfaction etc., TRAI have themselves indicated that the conclusions are highly subjective in nature.

(c) Though the on-line survey conducted by TRAI was subjective nature, however, based on the inputs received after the on-line survey further technical study has been undertaken by TRAI to identify the bottlenecks contributing to poor quality of internet services. Based on the study, it is proposed to take steps for increasing the international bandwidth, reducing the frequent dis-connections and improvement in the help desk service being given by different ISPs.

Statement-II

Target/Achievement of village-public telephones (VPTs) by private licensees

Sl. No.	Circle	1998-99 Target*	1999-2000 Target*	2000-01 Target*	Total	Accumulative Achievement
1.	Andhra Pradesh	9635	(All villages to be covered in first year i.e. by 30-09-1998)		9635	1408
2.	Madhya Pradesh	5500	5500	5500	16500	611
3.	Rajasthan	7439	10629	13766	31834	3010
4.	Maharashtra	4000	21760	No village was to be left over	25760	2643
5.	Punjab	5442	(All villages to be covered in first year i.e. by 30-09-1998)		5442	879
6.	Gujarat	8635	(All villages to be covered in first year i.e. by 30-09-1998)		8635	4114
	TOTAL	40651	37889	19266	97806	12665

(*) The target assigned to private operators was for maximum of three years and achievement is total VPTs provided by them.